

Collins Aerospace customer portal user guide

Duo multifactor authentication Initial setup (mobile)

Sign In

Homepage

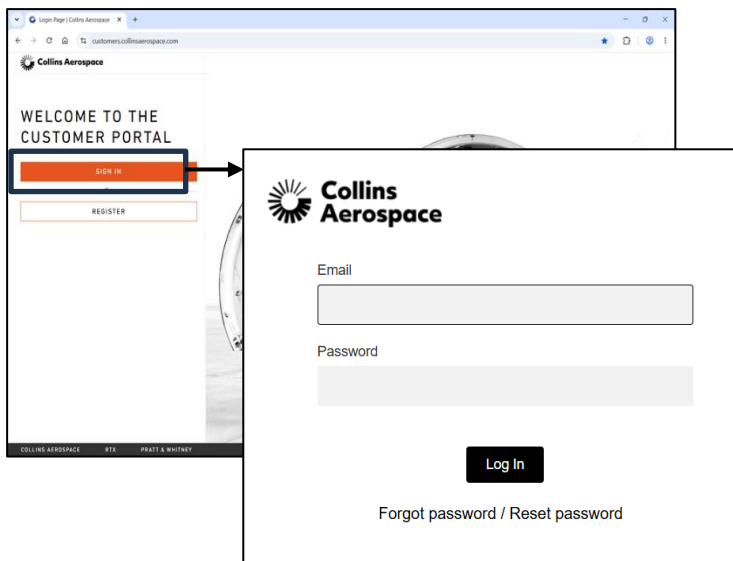
From the Customer Portal Homepage, click the **Sign In** button.

- <https://customers.collinsaerospace.com/>

Then enter your Customer Portal login credentials and click the **Log In** button.

Important

- Please use your company email address as your User ID and your existing Customer Portal Password.
- If you encounter issues logging in, please click the **Forgot password / Reset password** link to reset your account



Recommended before login:

Download Duo MFA for Android or iOS.

- [Duo Mobile for Android](#)
- [Duo Mobile for iOS](#)

Important:

- You can still proceed with the MFA/DUO setup process if your mobile phone is not a smart device or if you are unable to download/install the Duo MFA App.

Sign In

Duo Account Setup

Add Device

Enter Phone Number

Phone Number Verification

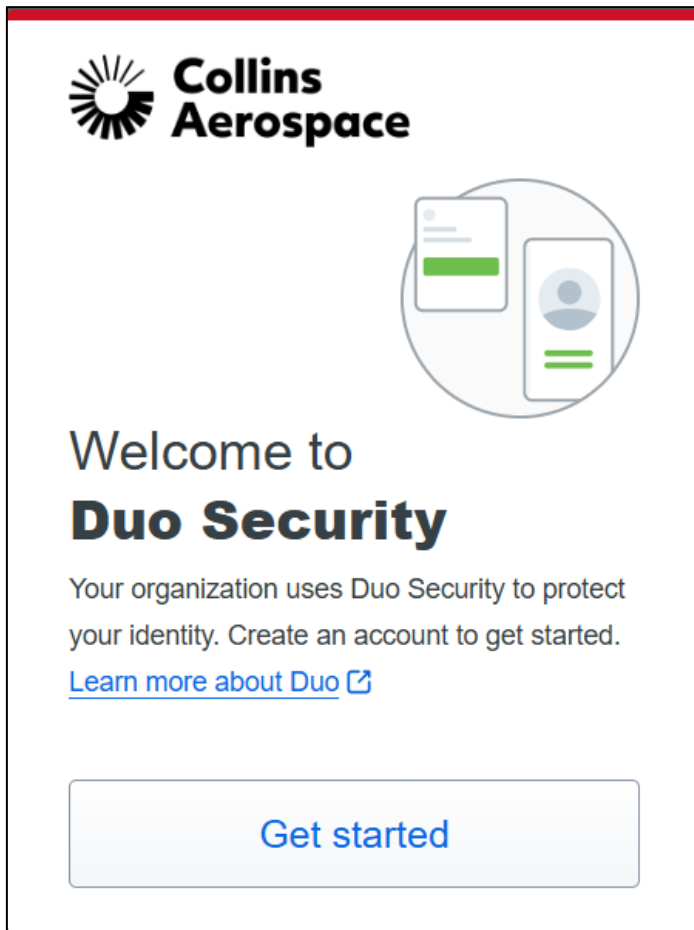
Download Duo Mobile

Contacts

Duo Account Setup

Get Started

Click **Get Started** setup to initiate the DUO Account setup.



Sign In

Duo Account Setup

Add Device

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Phone Number Verification

Download Duo Mobile

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Add Device

Device Selection

Click which type of device being used (Duo Mobile).

**Collins Aerospace**

First, add a device
You'll use this to log in with Duo. You can add another option later.

**Duo Mobile** Recommended >
Get a notification or code on your device

**Security key** >
Use a security key

**Phone number** >
Get a text message or phone call

**Duo Desktop** >
Approve your login from this computer

[Need help?](#) Secured by Duo

Sign In

Duo Account Setup

Add Device

Enter Phone Number

Phone Number Verification

Download Duo Mobile

Contacts

Enter Phone Number

Phone Number Input

Enter the phone number as indicated in the **Example** format to be used to receive the verification type.

[< Back](#)

Enter your phone number

You'll have the option to log in with Duo Mobile.

Country code

 +1 ▾

Phone number

Example: "201-555-5555"

Continue

[I have a tablet](#)

[Need help?](#)

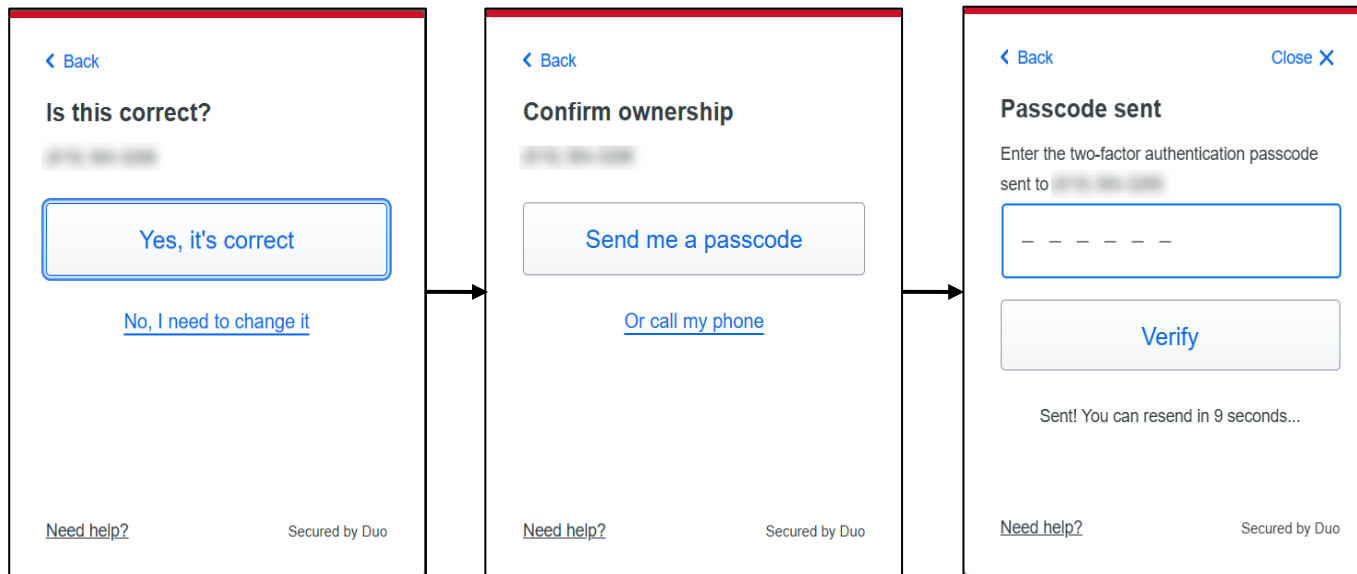
Secured by Duo

- Sign In
- Duo Account Setup
- Add Device
- Enter Phone Number
- Phone Number Verification
- Download Duo Mobile
- Contacts

Phone Number Verification

Verify Phone Number

- Confirm phone number is correct.
- Request, enter and verify passcode.



Sign In

Duo Account Setup

Add Device

Enter Phone Number

Phone Number Verification

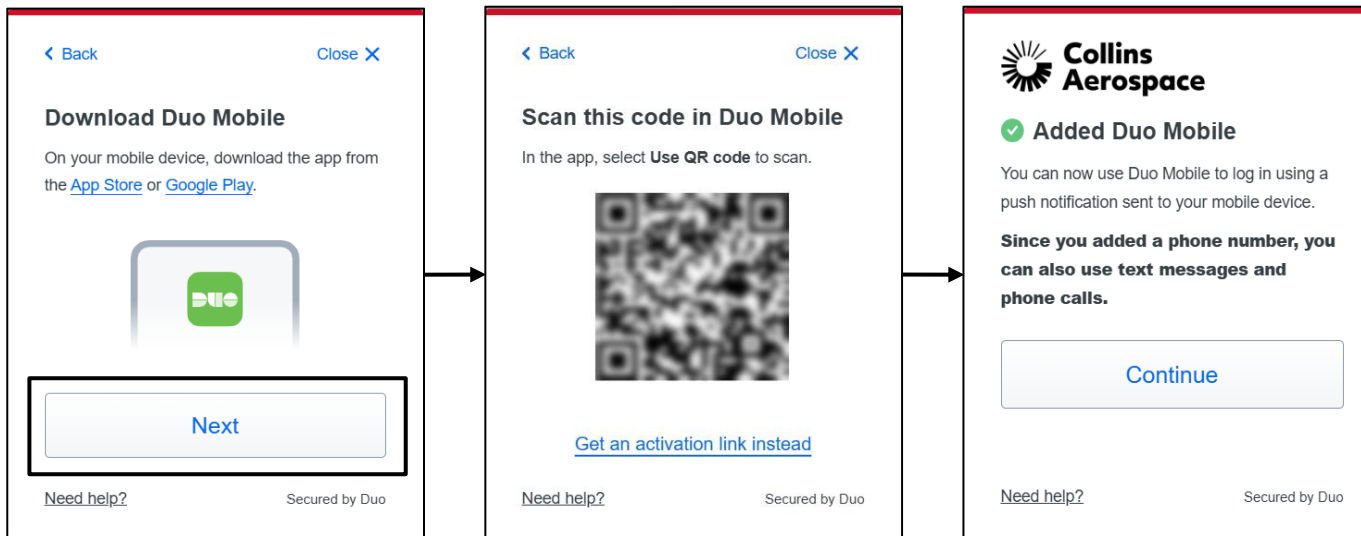
Download Duo Mobile

Contacts

Download Duo Mobile

App Download

- Download Duo Mobile
- Open Duo App, click **Add**, and scan the QR code or click **Get an activation link instead**.



Sign In

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Contacts

Contacts

DUO Contact: 1-888-721-3094

Customer portal support team: customer.portal@collins.com

For 24/7 global AOG please contact:

1-877-808-7575 (within U.S.)

1-860-654-2500 (outside U.S.)

crc@collins.com

Collins business contacts:

collinsaerospace.com/support

Collins customer portal FAQ and support:

collinsaerospace.com/support/help/Customer-portal-help

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